

WIB report to the WDC
(For August 28, 2008 WDC Meeting)

Date:	August 28, 2008
Island:	Maui County (Maui, Molokai, and Lanai)
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1) SUMMARY

All programs continue to work on strategies to improve enrollment, performance, counseling and case management within the WIA programs.

Staff continues to work with WIA enrollments which are reflecting a slight increase possibly due to the closure of several businesses. Walk-in traffic at WorkSource Maui seems to be increasing. This also results in the increase use of their Resource Room. All of the clients that utilize the Resource Room have been provided an opportunity to try HireNet Hawaii and they are encouraged to utilize the system for their benefit in job searching. There has been a definite increase in the usage of the internet due to the increased public awareness of the HireNet Hawaii system. The increased walk-in traffic is also partially attributed to the Unemployment Insurance (UI) profiling which requires clients to visit the WDD on a weekly basis. Although this clientele may be of the population which is possibly the most difficult to serve (e.g. lack of soft skills, willingness to be employed, etc.) the effort continues by staff members to assist and service them.

A demonstration of HireNet Hawaii was conducted by the State WDD on August 4th. Educating and showing us the new options available with the new HireNet upgraded version 9.2. The changes were not very drastic, but it provided the attendees with an overview of the new capabilities of the system from both the job seeker and employer perspective. This new version went live on August 18th.

Both WorkSource Maui and Ku'ina have been busy in their own respective programs. Details of their projects are noted in this report.

2) INDIVIDUAL PROGRAMS

Workforce Development/WorkSource Maui: (WIA Adult and Dislocated Worker Service Provider)

Assisted the following employers with their respective recruitment efforts:

- Maui Electric Company

- Zippy's Restaurant
- AAA Hawaii
- Hawaii Super Ferry
- Frito Lay
- TSA, and
- US Census Bureau

Outreach services are provided on a daily (average 3), weekly (approx. 15) and monthly (average 40-60) basis to various organizations, employers and businesses. The Department of Education schools have regular once per week outreach services at Maui High and Baldwin High. Lahainaluna, King Kekaulike, Seabury, Kamehameha Schools Maui and Intermediate schools are provided services periodically throughout the school year. Maui Community College and Maui Community School for Adults provide services as requested.

Other events that the Workforce Development Division/WorkSource Maui participated in are as follows:

- Conducted mock interviews for students at Maui High and Baldwin High Schools
- On going staff assistance provided to Maui High School in required DOE Personal Transitional Plan for students (coordinating guest speakers, mock interviews, Employer contacts for internships, mentoring, job shadowing, etc)
- Participated in Maui Hotel and Lodging Association/Academy of Hospitality and Tourism Scholarship Committee. Conducted application reviews, face to face interviews and awards presentation

The Workforce Development Division contacted approximately 150 businesses this past period, to inform them of Job fair's and Rapid Response sessions being provided and if there is interest in participation

Job Fair participation

- First Hawaiian Bank, County of Maui, Pacific Radio Group Job Fair at Kaahumanu Center (April 12th)
- Molokai Job and Service Fair (April 19th)
- Pacific Radio Group Job Fair – Kaahumanu Center (April 12th)
- Pacific Radio Group Job Fair – Lahaina Civic Center (May 22nd)
- Maui Community College (April 16th)

Other Activities

- Conducted Rapid Response session on April 3rd for Aloha Airlines and ATA employees. Estimated 130 attended rapid response session on Maui. Approximately 1,600 individuals affected statewide.
- Conducted Rapid Response session on May 2nd for NCL (Norwegian Cruise Lines) employees. Estimated 50 attended this rapid response session on Maui. Approximately 150 individuals affected statewide.

- Conducted Rapid Response session for Molokai Ranch, Ltd. Employees on March 27th for 120 employees. Efforts to assist these former employees are ongoing.
- Conducted a Rapid Response/Informational Session July 23rd on Lana'i to assist the Castle & Cooke Hawaii, Inc employees understand their options and share valuable information and the step by step processes they may soon encounter.
- Local Veteran Employment Representative (LVER) participated in "Talk Story with the Veterans" to discuss Veteran Issues LVER veteran services visit to Molokai and Lanai, provided Labor Market Information, Counseling/Case Management Services, referrals to potential job openings, support service information and referral to partner agencies
- Coordinated the 20th Annual Labor Law Seminar co-sponsored by the Maui Job Service Employer Committee and Department of Labor-Workforce Development Division/Maui. This was held on May 20th with approximately 136 attendees from various public and private sector businesses from the community.
- WDD/WorkSource Maui Supervisor participated in "The 7 Habits for Managers" a Franklin Covey program workshop.
- Participated in video conference with State DLIR/WDD to assist Aloha Airlines pilots with training options/needs.

WIA (Workforce Investment Act)

Management continues to work on strategies to improve enrollment, performance, counseling and case management within the WIA programs.

Assisted employees laid off from Aloha Airlines, ATA, Molokai Ranch and NCL. Staff enrolled dislocated employees into the WIA Dislocated Worker (DW) Program and provided Job Search Assistance, Career Guidance, Individual Counseling and Labor Market Information. Several enrollments lead to training components under the DW program. Dual enrollments for laid off employees began upon approval of the National Emergency Grant (NEG) effective May 12, 2008. Areas of interest for training include, but not limited to: Nursing, Truck Driver - Heavy, Administrative Assistant, Hospitality and Tourism and Culinary Arts.

Files for PY05 and PY06 are being prepped for possible monitoring by Federal Representatives. Monitoring is tentatively scheduled for late fall 2008.

3) Other Items

Certified Nurse Aid CNA Program

Contracted through the Department of Health will end for the County of Maui on September 30, 2008. WDD has recruited and enrolled 125 (Maui) and 20 (Molokai) participants as of June 30, 2008 and intend to enroll approximately 6 more participants that will start the fall 2008 semester. Supportive services for the fall participants will include books, uniforms, nursing kits, shoes, childcare, and transportation and upon satisfactory completion of Nursing 16 in December/January, the Red Cross Exam.

Alien Labor Certification (ALC)/ Work Opportunity Tax Credit

Ongoing assistance is being provided to employers interested in Alien Labor Certification (ALC) and Work Opportunity Tax Credit (WOTC). Within the past quarter, we have received 71 Wage Determination Request for ALC including 5 H2-B certification request and 79-eligibility determination request for WOTC.

Disability Navigator Program (DPN)

Staff continues to make contact and meet with various agencies on Maui whose work involves persons with disabilities and meets with possible private and public employers to provide an overview of the DPN program the advantages of hiring persons with disabilities. DPN staff attended and participated in monthly meetings with the Development Disabilities Council Maui Committee, Maui Disability Alliance, Department of Human Services-Benefit Employment & Support Services Division and Department of Human Services-Med Quest Division. DPN staff attended and participated at Rotary, Kiwanis, Pacific Rim Disability conference on Oahu, MIG (Medicaid Infrastructure Grant) quarterly meeting on Oahu, Workforce One –Webinar on Ticket-to-Work and coordinated services with Vocational Rehab to provide information to special students at Lahainaluna and King Kekaulike High School.

Trade Adjustment Assistance (TAA)

On-going services are being provided to lay off employees of Maui Land and Pineapple Company since July 2007. Staff has provided core and intensive services, which include labor market information, job search assistance, career counseling and training in demand occupations. Follow up services provided to participants, who entered employment, qualify for TRA and ATAA benefits.

Ku'ina Program (WIA Youth Program operated by Maui Community College)

Post-Secondary Education/Start Smart Project

Currently, 12 of our students are enrolled for fall 2008. Two more have yet to complete registering for fall 2008 very soon. The breakdown for students currently registered, are as follows: Culinary Arts – 3, Liberal Arts – 6, Business – 2, Administration of Justice – 1. Out of the 12 students enrolled, one is very new to MCC.

Alternative Secondary School Participants

There were 3 Hui Malama graduates this past year. One is enrolled and begins attending MCC Fall 2008. Another is planning to go to a community college on a neighbor island. The third has chosen employment instead of post-secondary education. Currently, 4 students are attending Hui Malama

Data Inputting HireNet Hawaii (HNN)

As mentioned before, they are still experiencing a few small glitches, which have been preventing them from entering information into HNN after CT exits or until they exit. This information is imperative in order to keep outside notes as to what things could not be entered. Items do get entered as HNN allows it. An example of this issue would be the Literacy & Numeracy. (The Literacy & Numeracy cannot be inputted after CT exits. Credentials cannot be input until after CT exits.) Rae continues to be accommodating in answering questions, and opening cases so the case manager can input necessary info.

Reed Act grant (Staff-High School Career Liaison)

Their High School Career Liaison has been continually making good progress in his Job Readiness Workshops, MCC Student Assistance & Recruitment, and Placing and Developing Opportunities for internships and job shadowing. Please see the breakdown of activities below.

Workshops and Activities:

The MCC High School Career Liaisons coordinate and conduct workshops focusing on job readiness. Job Readiness activities such as cover letter writing, resume development, and interview skills are similar to activities done by the UH/MCC Cooperative Education's IS 105C Orientation to Employment course. Ku'ina had 5 students attend the Job Readiness Cohort in June. An undetermined number of students attended the July Cohort. All students have been sent a letter and flier about the upcoming Job Readiness Cohort, along with a phone call.

Job Readiness Workshops (number of workshops in parenthesis)

May

- BHS health occupations (2)
- BHS natural resources(4)
- Central ALC (1)
- Hana Education Center (1)
- Lahainaluna ALC (2)
- Lanai Education Center (2)
- Maui High School (2)
- Molokai Education Center (1)

June

- Lanai Ed Center (1)
- MCC/Ku'ina Cohort (3)
- Molokai Education Center (2)
- Hana Education Center (2)

July

- Hana Education Center (3)
- MCC/Ku'ina Cohort (3)
- MCC/TLC (6)

MCC Student Assistance/Recruitment/Participation

The Ku'ina program has been very pro-active and very involved within our various communities. Below is plethora of activities and events the leaders, students and other staff members participated and/or conducted this past period.

- Performed mock interviews for participating students
- Helped MCC students gain access to a career assessment module and assisted students on how to prepare a resume.
- Promoted Cooperative Education (to pursue a county internship) and the Ku'ina Program to Hana's youth.
- Offered regular walk in job placement assistance to MCC students visiting the Cooperative Education offices. They also aided walk-in workshop youth participants with job searches and identifying internship opportunities.
- Assisted Molokai Education Center with job readiness components to include in their orientation to college course offered to youth 20 years and older also encouraged those who are eligible to apply to the Ku'ina Program.
- Coordinated MCC IT job shadowing for Hana youth
- Collaborated with MCC Culinary program on recruiting for their summer cohort & shadowing opportunities
- Confirmed with lieutenant of the Maui Police Department on internship availability.

Events Attended:

- Maui Chamber of Commerce's Foreign Trade Seminar
- Pacific Rim Land, Inc.'s Park Place business offices opening
- Akamai Internship Presentations at the Pacific Disaster Center
- Maui Community College's Cooperative Education informational session with staff members and prospective Cooperative Education students
- Maui Community College's Cooperative Education & Ku'ina staff meetings and Student Affairs directors meetings
- Kiwanis luncheon presentation and set up a meeting to discuss job/internship opportunities with Hawaii Superferry

Met and Collaborated With:

- Deputy Parks Director to discuss his department's growth and current intern needs
- Fire Chief to discuss his department's growth and current intern needs
- Councilmember and discussed activities in the Hana community
- Councilmember to discuss activities in the Wailuku community
- Director of the Hawaii Superferry to discuss employment and internship opportunities
- 15 employers at the Lahaina job fair – obtained current youth employment opportunities
- Maui Alternative Learning Center to finalize collaboration in promoting the Ku'ina job readiness workshops and the Ku'ina program to her clients
- The Maui Economic Development Board to discuss collaborating with their Focus Maui Nui Youth Alliance program
- Big Brothers & Big Sisters of Maui executive director to place students interested in mentoring opportunities with their mentoring programs and established connections, and
- Traveled to Lanai with the MEDB Youth Alliance to observe the culminating event and met with The Four Seasons assistant chief of engineering Hotel Lanai proprietors, Lanai Hospital, and Lanai Community Health Clinic

4) ACTUAL vs. GOALS

Maui County's Performance Measures for period ending June 30, 2008

CATEGORY	MEASURES	ACTUAL		GOALS
		Current Qtr	4 - Qtr	
ADULT	Entered Employment Rate	100%	86.7%	78%
	Employment Retention Rate	100%	88.9%	84%
	Earnings Change	\$9,589	\$11,229.8	\$10,500
	Employment and Credential Rate	100%	100%	61%
DISLOCATED WORKER	Entered Employment Rate	81.8%	82.9%	78%
	Employment Retention Rate	100%	93.5%	85%
	Earnings Change	\$18,954.6	\$16,054.9	\$13,500
	Employment and Credential Rate	0%	100%	65.5%
OLDER YOUTH	Entered Employment Rate	0%	100%	72%
	Employment Retention Rate	0%	100%	80%
	Earnings Change	\$0	\$3,333	\$3,700
	Credential Rate	100%	66.7	686%

YOUNGER YOUTH	Skill Attainment Rate	25%	44.3%	70%
	Diploma Attainment Rate	50%	64.7%	42%
	Retention Rate	100%	88.	50%
CUSTOMER	Employer	State to provide at a later date		82%
SATISFACTION	Customer	State to provide at a later date.		72%

Note: The information on the above report was taken from HireNet Hawaii report.

Maui Business-Education Partnership Program (BEP) with Lahainaluna High School and St. Anthony Junior-Senior High School

All activity has been put on hold during the school break and will resume in August or September 2008. As of this date, a portion of the available Reed Act funds have been expensed for transportation of students to various career related activities.

Speaker's Bureau:

Through some assistance provided by the Maui Chamber of Commerce, a partner in this program, 19 speakers participated in the 2007-2008 school year in which approximately 350 Lahainaluna students benefited. It is anticipated that St. Anthony will begin its program in the 2008 school year.

Business Tours:

Two businesses provided tours of their organizations in this same period. The tours were arranged with the Maui Arts and Cultural Center and Maui Electric Company as a follow-up to the class sessions in which these two organizations provided speakers. As a result, the Lahainaluna students involved were provided with both the academic and the practical information and knowledge of the businesses and career opportunities.

Workshops:

A workshop on "Conflict Resolution through Mediation in the Workplace" may be developed for the 2008-2009 school year. The goal is to educate the students on the value and benefits of this method of resolving problems at work and also in their personal lives.

Corporate Sponsorships and Fundraising

While this much needed part of the program is ongoing, success has not been forthcoming. The plan is to expand the communications and solicitation efforts. The unrestricted funds raised would mainly be used to support student projects related to business, workshops, a half-time coordinator, administrative expenses, and student stipends in lieu of pay for internships. If enough funds can be obtained, then the program can be expanded to other high schools on Maui. Key to all of this, however, is the formation of a 501(c) (3) nonprofit entity for this program. Attempts were made to obtain pro-bono legal assistance to form this nonprofit entity. As of this date, there has not been any success at getting this assistance.

Program Information Dissemination:

The Maui Chamber of Commerce has provided its membership with information about the program and solicitation of speakers through its e-news. Mayor Charmaine Tavares also provided information in her talk to those in attendance at the recent Maui Chamber of Commerce luncheon. In addition, the program's website includes its mission and vision, program details, the speakers' bureau details, and a page dedicated to corporate sponsorships.

Long term Goals:

The goal is for the eventual hiring of a half-time person to administer the program, subject to the viability of obtaining corporate sponsorships and/or fund-raising on a regular basis to support this. Sustainability of the program is dependent upon these items being achieved as current volunteer time on my part will be reduced. The Maui WIB staff will assist where possible. Funds need to be raised to hire a half-time person to administer the program with oversight by the WIB committee chairman. The goal is to achieve program financial self-sufficiency. Should this occur, expansion to other Maui high schools can then be made as has already been requested. Should this not occur, program expansion will be very limited.